

# SHOP talk

Volume 3, No. 3

Plant Operations Support Program

Winter 1999

## Consortium Welcomes IAQ Expert to Staff Position

*Dorothy Trethewy combines maintenance savvy with a scientific approach*

*We welcome Dorothy to a staff supporting hard-working, customer-oriented public facility managers. Dorothy comes to POS from the Division of Capitol Facilities, where she served as a Senior Facility Planner. She has a Masters degree in Zoology, a number of professional certifications and more than 10 years experience in project management, facilities staff supervision and industrial hygiene. She also serves as the Resource Conservation Manager for the Capitol campus; the first such professional to hold that challenging job. Here's Dorothy's introductory message to the Consortium.*



**Dorothy Trethewy**  
Facilities Resources Coordinator  
Plant Operations Support

Indoor air quality reminds me of the elephant described by four blind-folded men who had never seen such an animal before. One man was led to the elephant and stationed next to the ear, another by the trunk, the third by a foot, and the fourth by the elephant's flank. When the first man was asked to describe the elephant, he talked of a large, thin flexible animal that moved back and forth continuously. The second man described a body his arms could encircle, rippled with rings and blowing air from a moist mouth. The third and fourth descriptions were similarly limited to parts of the body the blind-folded men could feel.

Although this story takes great liberty with the classic, indoor air quality, like the elephant, is of many parts and often only partially understood. Unlike the elephant, indoor air quality is a story almost completely limited to problems.

Outside air quality, ventilation equipment maintenance and operations, air movement, filtration, biological contaminants, hazardous chemicals, dust and particulates are among the "parts of the elephant" that must be considered in evaluating problems with air quality in facilities. Are complaints from building occupants mainly comfort issues — too hot, too cold, too little humidity, too much humidity, or a combination of temperature, humidity, and air circulation? Perhaps complaints are symptoms of an underlying illness not connected to air quality in the building? All of these are "parts of the elephant" that must be evaluated by managers and maintenance staff in daily operation of facilities.

Having dealt with indoor air quality issues as staff industrial hygienist with the Capitol Campus facilities division of the Department of General Administration in Olympia, I bring my experience to the Plant Operations Support team to assist Consortium members dealing with the variety of challenges in evaluating and correcting indoor air quality problems.

My background in science, coupled with experience in daily supervision of maintenance staff provides a real world approach to dealing with facilities operations, especially **environmental issues such as indoor air quality, asbestos, water and lead**. I'm looking forward to working with members of the Plant Operations consortium on these issues — and any other "elephants" that wander into the yard. Please contact me directly @ 360-902-0434 (voicemail) or emailing [dtrethe@ga.wa.gov](mailto:dtrethe@ga.wa.gov)

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GARY LOCKE  
Governor



STATE OF WASHINGTON  
OFFICE OF THE GOVERNOR

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December 9, 1998

### Governor Welcomes British Columbia Facility Managers

*Washington's Plant Operations Support Consortium benefits from BC membership*

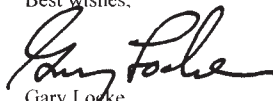
The State of Washington is delighted to welcome British Columbia public facility managers to Washington's Plant Operations Support (POS) Consortium. The participation of the British Columbia Building Corporation, City of Vancouver, Ministry of the Attorney General and Delta and Coquitlam School Districts in this award-winning "family" is certain to benefit your respective agencies, as well as the entire Consortium.

In addition to B.C. members, we have welcomed the states of Oregon, Alaska and Utah to the Consortium. Facilities professionals from municipalities, state agencies, and educational institutions are re-discovering the benefits of cooperation and sharing. Your membership demonstrates that we share common challenges and provides an opportunity for our greater successes in the future.

When I signed State of Washington House Bill 1066 into law on April 21, 1997, I provided facility maintenance professionals an effective and on-going, cost- and labor-saving tool for each of us to make the best possible use of our collective resources. The results of our efforts are exciting. The Consortium has saved its members more than \$2.8 million in avoided costs. The program has also earned one international and two national awards of excellence from respected professional associations.

We look forward to tailoring the program to suit your agency and school needs.

Best wishes,

  
Gary Locke  
Governor

## Three POS Alumni Nominated for Honorary Lifetime Membership

Three former members of the POS Consortium were recently nominated by their agencies for designation as Honorary Lifetime Members of the Plant Operations Support Consortium. Ray Anderson, P.E., Paul Fiedler, P.E. and Paul George will receive congratulatory letters from the Director of General Administration in the days ahead. Anderson and Fiedler were engineers with GA's Engineering and Architectural Services and were part of the founding members of the consortium. Anderson recently retired after 30 years of state service and Fiedler departed after nine years with the state to join private industry.

Paul George recently retired after 26 years with the state, and was Maintenance Director for the State Parks and Recreation Commission. POS congratulates all three and wishes them the best in their new careers. Honorary Lifetime Membership enables the recipient to participate in POS activities and continue to lend technical and consultative support to members in an unofficial capacity. If you know someone deserving of Honorary Lifetime POS Membership, please contact us at (360)902-7257.



Ray Anderson, P.E.  
Honorary Lifetime  
Member

### The Plant Operations Support Consortium

*New members appear in green and renewing members are listed in gray type. Welcome and thanks on behalf of the consortium!*

#### Universities/Colleges

Cascadia/UW-Bothell  
Bellevue CC  
Big Bend CC  
Clark College  
Edmonds CC  
Highline CC  
Lower Columbia CC  
Shoreline CC  
Spokane, Dist. 17  
South Seattle CC

#### Municipalities

City of Tukwila  
Clark County  
Kitsap County

Lewis County  
Pierce County  
Whatcom County

#### Canada

Attorney General  
BC Building Corporation  
City of Vancouver

#### Ports

Port of Anacortes  
Port of Edmonds  
Port of Ephrata  
Port of Longview  
Port of Ridgefield  
Port of Sunnyside

#### School Districts

Anacortes  
Cascade  
Chehalis  
Columbia-Burbank  
Coquitlam, BC  
Delta, BC  
Enumclaw  
Eatonville  
Federal Way  
Issaquah  
Ketchikan, AK  
Marysville  
Mission, BC  
Mukilteo  
Northshore

#### North Thurston

Oak Harbor  
Ocean Beach  
Peninsula  
Rochester  
Renton  
Snohomish  
University Place  
White River  
Wenatchee

#### States

Alaska  
Oregon  
Utah

#### Washington State Agencies

Corrections  
Ecology  
General Administration  
Health  
Information Services  
Labor & Industries  
Liquor Control Board  
Military  
Natural Resources  
Parks & Recreation  
School for the Deaf  
Social & Health Services  
Transportation  
Veterans Affairs  
Washington State Patrol

## Don't Look Back, Jack!

By Karen Purtee, *Shop Talk* editorial assistant

**The first installment of a two-part series exploring training, education and training avenues for Consortium members.**

Ever been called a "jack-of-all-trades?" That's a high compliment in the facilities business and not handed out lightly these days. The *jack-of-all-trades* title presupposes knowledge of multiple journey-level trades, with all carrying technical burdens and complex tasks that are ever more difficult to master. Educational credentials and certifications are becoming a measurement for facility operators and keys to Jack's advancement in the new millenium.

The 1998 fall Plant Operations Support videoconference was titled *Facility Manager Education, Training and Certification*. The presentation ran the full gamut of educational opportunities and certification levels which have been developed by and for facility-related professionals. These educational and training opportunities are varied and target different aspects of the facilities arena and trades venues.

Today's facilities are more complicated and sophisticated. *Jacks-of-all-trades* must be masters of a broad array of sensitive systems and integrated technology. Keeping talents sharp and information current are major challenges. Professionals involved in running complex facilities must be aware of educational and training opportunities to best utilize time and resources. *Shop Talk* has done a bit of research to assist you in identifying training and educational avenues. If you know of others, please contact us and we'll share them with the Consortium.

There are short courses within industry organizations, designed to develop teamwork and standardized practices. Professional trade associations and public universities and colleges also present development programs combining course work and job experience for certification purposes.

### College Credit and Facilities Training

One community college in Washington state provides a two-year degree for facilities staff, an Associate of Science in Public Works.

The community college program was outlined during the videoconference by John Neff, Division Chair of the Natural Sciences section of South Puget Sound Community College (SPSCC). The two-year associate of science degree program is being developed with the use of teleconferencing at other state community colleges, including Spokane and Lower Columbia. They are leading the way in the nation in developing a program that will combine career area knowledge and expertise with general education core courses in chemistry, math, English, speech, management skills and public works. Call SPSCC @ (360) 754-7711 for more info.

Universities throughout the nation are offering construction and facilities management degrees both at the bachelor of science (four-year) and master's levels. A Plant Operations Support-sponsored survey found 26 universities around the nation, including WSU and UW, that offer *Construction Management* degrees. Call Consortium staff for a listing of all the universities @ (360) 902-7338.

One institution even offers a Master's Level Certificate via the Internet. Michigan State University's Department of Human Environment and Design has courses in its *Virtual University*. If you're interested, check out the website at <http://www.vu.msu.edu> and view their classes and how to enroll.

Closer to home, the University of Washington offers a facilities certification program which has received rave reviews. Ron Moorehead from GA's Division of Capitol Facilities, and Myrna Frasier, from Department of Transportation, are both graduates of this highly-respected program. Check out UW's certificate program at <http://www.washington.edu/>

**Consortium web page, re-designed and ready for your review!**

[www.ga.wa.gov/plant](http://www.ga.wa.gov/plant)

**It's been constructed with you in mind and is linked to dozens of useful sites around the world. While you're visiting, subscribe your staff to the Plant Operations Network listserver and get in touch with your peers.**



*Shop Talk* is a quarterly publication of the Plant Operations Support program. The newsletter is intended to be an informative and operationally-oriented medium for public facilities managers. contents herein are also available on the program's web site at [www.ga.wa.gov/plant](http://www.ga.wa.gov/plant)

We welcome feedback on the newsletter's contents and input from readers. We reserve the right to edit correspondence to conform to space limitations. Bob MacKenzie is program manager and editor (360) 902-7257 or e-mail [bmacken@ga.wa.gov](mailto:bmacken@ga.wa.gov). Karen Purtee serves as editorial assistant. Special thanks to Susanne Wegner for editing assistance. Plants Operations support does not make warranty or representation, either expressed or implied, with respect to accuracy, completeness or utility of the information contained herein. Plants Operations Support assumes no liability of any kind whatsoever resulting from the use of, or reliance upon, any information contained in this newsletter.

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To request this information in the alternative formats place call (360) 902-7215, or TDD (360) 664-3799.

*Please see Jack, page 8*

## New State Emergency Operations Center Highlighted

### Facility is augmented by sophisticated facility management systems

By Bob MacKenzie

There's a new building gracing the Camp Murray campus, south of Tacoma, Washington. The closer you get, the stranger it may look, for it appears to rest on large springs and has a decidedly "reinforced" look to its exterior. It's the state's new Emergency Operations Center (EOC) and – without a doubt – the place to be in and after a disaster. The unusual building characteristics do not stop with the exterior.



Bob Green discusses the construction and maintenance of the EOC during a recent tour.

"This EOC building is designed to operate in all adverse conditions and we assist its tenants in maintaining all systems in first-class condition," said Bob Green, assistant director for facilities operations and maintenance. "Advanced building automated systems and integrated video/security arrays allow us to remotely monitor and adjust facility components in this and other related buildings across the state."

The two-story, 28,000 square foot building accommodates 100 staff personnel during day-to-day operations and 230 responders (staff and others) during a catastrophic emergency. The building opened for business in summer 1998. The Washington Military Department, Emergency Management Division, with support from the State Legislature, was appropriated \$9 million to construct the new facility to replace old, dysfunctional buildings in the Olympia area.

"It's truly gratifying bringing a facility such as the EOC on-line and adding it to our campus inventory," said Green.

"We notice a number of corollary benefits, including better trained, highly motivated maintenance staff and a pool of experienced disaster specialists close at hand."

Designed to survive and be operational during and following a major earthquake, the steel-braced and framed building has a base-isolation foundation that acts as shock absorbers. During long-term emergencies, Camp Murray will provide support for lodging, feeding, emergency water supply and sanitation services to EOC responders.

"The facility is a showcase for preparedness and hazard mitigation," said Rob Harper, EOC public information officer. "With its own emergency power and auxiliary systems, it's definitely state-of-the-art and a model for other agencies to emulate."

The building serves as the Washington State Emergency Management Division headquarters and the State Emergency Operations Center during emergencies. The Division notifies and alerts state agencies and local governments of impending emergencies and disasters. In the EOC, staff coordinate with state, federal and local government agencies, non-government organizations, private businesses and industry to effectively respond to a natural or technological emergency.

"The EOC building was designed to *survive* a seismic event that would render a normally designed building useless," said Green. "The 22 Friction Pendulum bearings will allow this structure to meet stringent, specific performance criteria."

Washington State experiences natural hazards including floods, wind and storm damages, wildfires, and volcanic eruptions. The state is especially vulnerable to earthquakes. It also faces technological and man-made hazards, including terrorism, nuclear power plant incidents, chemical weapon stockpile incidents, and hazardous materials spills – all of which require

immediate and well-organized preparedness, coordination and response at the state and local level. The focus is to work in partnership to reduce the effects of the potential of these hazards.



The EOC is replete with steel reinforcing beams and other safety measures



## 1999 Training Schedule for BOC Announced

The Northwest Energy Efficiency Council (NEEC) is offering training courses for Building Operator Certification (BOC) in twelve new locations throughout the Northwest region in 1999. BOC is a professional certification for staff who operate and maintain commercial and public buildings. Participants attend seven courses in energy efficient building systems maintenance, and complete tests and in-facility projects. Upon successful completion, they receive BOC certification.

"This continuing education and certification opportunity will help building operators in the Northwest run more energy-efficient buildings, but it also gives them a professional edge because building owners are starting to look for employees who are certified," said Cynthia Putnam, project manager for NEEC.

Among employers seeking certification for their staff are the U.S. Navy, Boeing, Weyerhaeuser, Doubletree Hotels and Ramada Inns, Eldec Corporation, Washington State Department of General Administration, Department of

Transportation, cities and school districts, and property management firms. BOC certification is also accredited through community colleges and professional associations. Nearly 400 building operators have enrolled in BOC and 50 were certified in 1998.

"Our goal is to certify another 100 operators in 1999," said Putnam. To meet demand, NEEC's new 1999 training schedule offers BOC courses in ten locations in Oregon and Washington, and two videoconference sites in Idaho and Montana. In Oregon, courses will be offered in Portland, Eugene, and Medford, and in Washington, locations include Bellevue, Everett, Longview, Spokane, Tacoma, Tri-Cities, and Wenatchee. Videoconference sites are being administered by the NW Building Operators Association in Idaho Falls and Missoula.



To request a registration form for Oregon and Washington locations, contact Cynthia Putnam, Project Manager, at [cmputnam@aol.com](mailto:cmputnam@aol.com) or 206-2092-3977, or visit NEEC's web site at [www.neec.net](http://www.neec.net). For Idaho and Montana, contact the NW Building Operators Association at 208-345-3072.



Four employees of Washington State's Department of General Administration were recently awarded certification certificates following successful completion of the Building Operator Certification course. From front to rear are Bob Huff, Rick Miklethun, Doug Marshall and Ron Noble. The four are technicians in the Division of Capitol Facilities, Olympia. (Photo by Bob MacKenzie)

### 1999 Course Schedule

#### BOC LEVEL II Certification

Eighty hours of training and project work in building systems maintenance. Course topics include building systems overview, HVAC systems and controls, facility electrical systems, indoor air quality, maintenance and related codes, efficient lighting fundamentals, and energy conservation techniques. \$850 for full course series.

- Eugene, OR Feb. 16, 1999 - Sept 21, 1999  
Offered via videoconference in Idaho Falls, ID and Missoula, MT
- Everett, WA Feb 10, 1999 - Sept 15, 1999
- Tacoma, WA March 11, 1999 - Oct 14, 1999\*
- Bellevue, WA April 15, 1999 - Nov 18, 1999\*
- Portland, OR May - Nov 1999\*
- Longview, WA April 29, 1999 - Nov 23, 1999
- Spokane, WA Sept 1999 - April 2000\*

#### BOC LEVEL II Certification

60 hours of training and elective course- work in equipment troubleshooting and maintenance. Course topics include preventive maintenance, energy auditing, electrical, refrigeration equipment, heating equipment, HVAC controls, low pressure chillers, water conservation & management, advanced lighting systems, and improving cooling tower efficiency. \$850 for full course series.

- Kent, WA Sept 1999 - April 2000\*

\*Tentative dates

## Get a Handle on Your Deferred Maintenance Backlog

*How facilities and financial managers can speak the same language*

*By Jay Oschrin, Diversified Intelligence*

We've all worked in facilities management and some of us have worked in or with accounting departments; but very few have heard of **facilities accounting**. Facilities accounting gives plant and facility managers accurate deferral and replacement costs using established lifespan and component cost data. Facility accounting is a dynamic model of the condition of an institution's physical plant and a tool to establish funding levels required to keep it operating.

This is how it works. Buildings are broken down into their building components within thirteen categories such as "foundations" and "interior construction." Each component already has a lifespan and a cost based on nationally recognized lifespan and component life cost data. The "auditor" only needs to identify the component, determine its size (square feet, for instance) and determine what year the component was last installed in order to complete the data entry for a single component. It is really simple and

affords facility managers a number of advantages over snapshot inspections. By using facility accounting, managers will no longer need to re-inspect their facilities in order to generate annual condition indexes because the program automatically updates the data each year. This can be a huge saving in dollars. Also, the problem of inspector subjectivity is avoided because a component's renewal data is based on fact, not feel. Another advantage is that the data collection itself is far less time-consuming than even one inspection. Managers will be in a better position to use in-house staff to collect data or may be able to justify the smaller expense of hiring an outside consultant to perform the work. The time saved by using facility accounting can be used to better manage and schedule the funds you will get.

In order to properly conduct long-range facilities and fiscal planning, particularly with limited resources, it is essential that facilities professionals and business officers have a better understanding of the condition of their facilities and a

ready supply of documentation regarding the condition of those facilities. A multitude of charts and graphs that both facility and business managers can understand illustrate at a glance current and projected deferred maintenance costs for a single facility, a single department, or all of the facilities in the portfolio.

Diversified Intelligence has developed a database program that is flexible, powerful and easy to use. With this database, users are able to enter data efficiently as well as generate a variety of reports that can be used by work management staff, budget officers, project managers and upper management. In keeping with the need to minimize expenses, this database is designed to be used by properly-trained in-house staff with little, if any, guidance from outside contractors.

**Jay Oschrin is president of Diversified Intelligence. For more information, contact (804) 984-5139 or e-mail: [jayo@telligence.net](mailto:jayo@telligence.net)**

## Systems Need Not Be New To Do The Job



*"Sometimes old and reliable are just fine," says Larry Quarnstrom, maintenance supervisor of Rochester School District, here opening an 'ancient' breaker box. Quarnstrom's daily checks and personal attention to detail during recent freezing temperatures ensured systems were well-maintained and "all schools were fully functional and ready for the kids' return."*

## Training School Custodians – Renton Develops Model Program

*'Now we clean for health'*

By Bob MacKenzie

### **Part I of a two-part series on Renton's Custodial Training Program.**

Joe Lamborn believes the staff and students of Renton School District deserve the best facilities, custodial staff and grounds, the best of everything. Judging by the looks of his district, he's getting his wish. Joe is Operations Manager for the 12,500-student district and has implemented a custodial training program that is worthy of emulation.

"We hired Cleaning Consultant Services to assist us in developing a custodial training program," said Lamborn. "Our custodial staff deserve the very best and their actions impact so many aspects of indoor air quality, school activities, image and safety.

Some might question the need or wisdom of providing training for school custodians, but Lamborn is convinced it "adds to the bottomline."



**Joe Lamborn**  
Operations Manager  
Renton School District

"It's just not the same situation in schools as it may have been years ago," said Lamborn. "Chemical cleaning compounds must be mixed exactly or you'll have safety and health problems; money in schools is tight; custodial efforts have an immediate and vivid impact on the operations of the district."

These challenges combine to require attention to detail and strict adherence

to cleaning regimens, Lamborn contends. There is a world of difference between just "doing the work" and properly cleaning a lunchroom, classroom, gymnasium or childcare center in a professional, efficient and safe manner, he says.

Enter Cleaning Consultant Services (CCS) with Bill Griffin as its president. Lamborn, Ray Vogel – construction manager – and custodial staff worked closely with Griffin to develop an innovative, effective training program.

"The technical side of cleaning is one issue. Surfaces, equipment and chemicals have changed considerably over the last few years. Even cleaning isn't what it used to be. We used to clean for appearance. Now we clean for health," said Griffin. "We used to clean 1250 square feet per hour and claim to be overworked. Now if you're not cleaning 3000 square feet per hour, you're probably on the verge of being replaced or outsourced."

Every indication is that with the advent of team cleaning, back pack vacuums, burnishing, dry scrubbing and other production enhancement techniques, "we may soon find 5000 square feet per hour or more to be the industry norm," said Griffin.

Renton's approach was to work with Griffin to develop a progressive, tailored training program for custodial staff. Steps needed to be taken to help custodians improve their job skills, image, and level of self-confidence.

"Doing so will help them accomplish their work in a safe and efficient manner and provide a cleaner and healthier work environment for everyone who enters the building," said Griffin.

### **Identification of Custodial Training Needs a Must**

- Renton started by asking their custodians if there were subjects that they would like to know more about or that would be of help to them on the job.

- The teaching and non-classified staff were surveyed to see how they view the present cleaning service.

"This idea always makes some people nervous. They worry about getting complaints and gripes, said Griffin. "At the same time, if you don't encourage those you serve to give feedback on how you're doing, how are you going to know where to improve?"

- Lastly, how do things look to the custodial staff? Where can a better job be done? What types of requests or complaints have been received over the last 30 to 60 days? Is there a pattern to the complaint calls that would indicate some aspect of the work being done could be improved if training were provided?

### **Basic Subjects**

A successful training program isn't predicated on a "flavor of the month," Griffin said. There are "solid" subjects that require constant reinforcement, such as:

- Restroom and locker room cleaning
- Classroom cleaning
- Office cleaning
- Kitchen cleaning and sanitation
- Safety and health
- Care of equipment and supplies
- District policy review

### **Mandatory Topics**

To the proposed program of instruction mix must be added mandatory and current topics such as:

- Team cleaning
- Bloodborne pathogen precautions
- Indoor environmental quality
- Repetitive stress injury prevention
- Harassment and discrimination

*Please see Custodial, page 8*



*Jack (cont. from page 3)*

### K12-Oriented Professional Development

Matt Johns, Grounds Supervisor for North Thurston School District, discussed a certification program sponsored by the Washington Association of Maintenance and Operations Administrators, which combines education and experience. The tri-level certification is for K-12 schools in Washington state. For further information, visit the WAMOA website @ <http://www.wamoa.org/wa01003.htm>

### Building Operator Certification

The Building Operator Certification (BOC) is another, highly regarded training avenue for the dedicated facility professional. The course is provided to northwest facility operators and their management by the northwest Energy Efficiency Council, co-sponsor of the fall videoconference. Cynthia Putnam, course coordinator, explained that the course is offered throughout Washington State, with plans to expand into Idaho, Oregon and Montana via video conferencing. Certification levels are in four areas: building systems maintenance, equipment troubleshooting and maintenance, building management, and continuing education.

"We're very happy the course has caught on like it has," said Putnam. "It provides operators a way to learn varied building systems, while elevating their status within their organizations."

For information and handouts call Cynthia at (206) 292-3977 or e-mail her [cmputnam@aol.com](mailto:cmputnam@aol.com) NEEC's BOC is recommended by the POS Consortium and has been incorporated into the Department of General Administration's Facility Manager Training and Certification program. **See Page 5 for additional information on BOC.**

### A Federal Perspective

Chuck Cole, Chief, Technical Support Branch, at Madigan Army Medical Center at Fort Lewis and Barney Richmond, Madigan Facilities Director, have developed an advanced course for facility managers and have modified it apply to Department of the Army, Joint Services and Department of Defense personnel worldwide.

The goal is to provide facility managers with the ability to do their jobs better and to provide a professional career track.

"The program not only supplies training, which is a must, but helps to market ourselves and what we need for the decision-makers," said Richmond. "The front office must be aware of the value our organizations are supplying to the big picture. Any organization is short sighted to not invest in training so that better decisions, better job performance, and better preventative maintenance takes place. These attributes also ensure those budget dollars go farther."

So, do you want a promotion to Jack? Prepare for increased responsibility and higher pay with education and training. Don't look back, Jack, – cause there's more to come!

**Look for the second part of this series in spring *Shop Talk*. Professional association development and certification programs from IFMA, BOMA, AFE, and other respected organizations will be highlighted.**

*Custodial (cont. from page 7)*

### General Subjects

Well-rounded workers are generally more productive and satisfied. Hence, topics such as those below are included in the year-round training program:

- Human relations & communications
- English as a second language
- Remedial reading, writing & arithmetic
- Personal growth and investment strategies

Other subjects and more diversity can be added to training presentations by utilizing videotapes and different presenters. These might include representatives from other district departments, districts, state and federal agencies, external consultants, or vendors.

Renton School District has captured these points and more in a *Custodial Handbook*. Renton and CCS have graciously provided the *Handbook* to the Consortium for reference purposes. Contact Consortium staff at (360) 902-7338 for more information about this copywritten material.

**Look for Part 2 of this series, including Training Methodology and other tips, in spring *Shop Talk*. *Shop Talk* gratefully acknowledges the assistance of Joe Lamborn and Bill Griffin in the development of this series.**

## WCC Displays New Fleet Additions



*Hurshel Phillips, construction and maintenance supervisor (L) and James Miller, general repairer, proudly display recent additions to the support fleet at Washington Corrections Center in Shelton. Two dump trucks, a crawler and motor grader were purchased with assistance from POS staff, resulting in more than \$32,500 in savings.*